WEBCT 3.0:

A GUIDE FOR SYSTEM ADMINISTRATORS

TECHNICAL COMMUNICATIONS
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ABOUT WEBCT 3.0: A GUIDE FOR ADMINISTRATORS

WebCT 3.0: A Guide for Administrators contains all the information that you need to

- install WebCT 3.0 or upgrade to WebCT 3.0
- manage courses
- manage users
- manage your WebCT server

The majority of the WebCT administration tasks can be accomplished through the WebCT administration interface. However, familiarity with the following commands and concepts is recommended:

- Basic operating system file organization
- Basic operating system file management commands
- File compression utilities
- User account setup
- File ownership commands
- FTP

In addition to the skills listed above, a WebCT administrator should know that Perl does not come from an oyster! Perl is one of the primary scripting/programming language for most of the programs and program modules in WebCT. As a WebCT administrator, you probably do not need to know anything about Perl except that it exists, that Perl files often carry the extension ".pl" and that a Perl interpreter must be installed on the WebCT server.

CHAPTER 1: INTRODUCTION TO WEBCT

OVERVIEW OF WEBCT

WebCT follows a web browser (client-server) model and consists of several components:

- Apache web server software
- pre-compiled executable and Perl script CGIs, Chat and Whiteboard servers, and data files

TYPES OF WEBCT USERS

There are five types of WebCT users:

- administrators
- helpdesk users
- designers
- teaching assistants
- students

Each type of user interacts with WebCT in a different way. As an administrator, you logon to the WebCT server to the Administrator interface, where you have overall control for all courses and all users on the server. For example, before a designer can access a course, you must create a course and assign a designer to it. The designer then logs onto the course itself and adds content and other materials for the students. The following table describes each type of user and summarizes their privileges

TYPE OF USER	DEFINITION/PRIVILEGES
administrator	• has overall control for all courses and users on the server; there is only one administrator account for each server • adds courses to server (does not add content to courses; hands over new courses to designers) • deletes courses from server • creates and deletes user accounts for designers, students, and teaching assistants • controls whether designers, students, and teaching assistants can create their own user accounts • selects settings that affect all courses on the server (e.g backup limit, student name, student homepages, course color) • adds designers, students, teaching assistants to courses • removes designer, students, teaching assistants from courses • creates helpdesk users and assigns their level of authority • controls server settings (e.g. port numbers)
helpdesk user **Note:** helpdesk users are new in 3.0	Depending on level of authority assigned by administrator, can: •assign users to courses •remove users from courses •add users to the global database •delete users from the global database •modify passwords •modify user information

TYPE OF USER	DEFINITION/PRIVILEGES
designer	• usually an instructor, teaching assistant, or instructional designer • fills course with content such as quizzes, content modules, assignments, etc • marks assignments and quizzes, manages grades • add students to course • delete students from course • can create shared designer access accounts that allow another user the same control as the designer • can create teaching assistant accounts • can set page, text, and link color, and depending on administrator settings may be able to change frame colors
teaching assistant (previously called grader)	• can mark assignments and quizzes, and can change student grades but otherwise has same privileges as students
student	• can view course content, take quizzes, submit assignments, post messages, etc • can only manipulate content in student presentation areas (if allowed by designers)

WEBCT TERMINOLOGY

In addition to understanding the types of WebCT users, you should be familiar with the following terms.

TERM	DEFINITION
course	A course developed with WebCT. Courses are identified by the Course ID.
Course ID	A unique identifier for each WebCT course on the server. The administrator specifies the Course ID during course creation.
Course Listings page	The page on your WebCT server that displays all your WebCT courses. You can assign courses to Categories within the Course Listings page, and you can hide courses that are under development.
designer shared access	When there is more than one designer for a course. The primary designer is the first designer that you assign to the course. The primary designer can authorize other users as designers, and these users have all the same privileges as the primary designer, except they cannot authorize other users to become designers.
e-Learning Hub	The e-Learning Hub at www.webct.com hosts e-Learning communities in a variety of academic disciplines. Each e-Learning community provides instructors and students with expertise and resources. For example, instructors can find course content by searching or browsing through the communities' libraries.
e-Learning Resource Packs (e-Packs)	A set of customizable online course materials developed and formatted by education publishers. Instructors may use an e-Pack as the basis for a course, or as a stand-alone unit. e-Packs were formerly known as Publisher Courses and WebCourselets.
global database	The database containing user names, WebCT IDs, user types, courses and/or registered courses for all users on a WebCT server. The global database is created and maintained by the administrator.

TERM	DEFINITION
self registration	Means that a student is allowed to create his/her own account in a course. Designers enable self registration. However, if the administrator has disallowed account creation (which is recommended), only a student with an existing ***myWebCT*** can create an account in the course.
myWebCT	A personal homepage for each designer, student, and teaching assistant. It contains links to WebCT courses, announcements, bookmarks, and the e-Learning Hub. A ***myWebCT*** is automatically created when an administrator creates a user account in the global database for a designer, teaching assistant, or student.
orphan user	A student or teaching assistant who has been added to a course, but who is not in the global database. To avoid the problems associated with orphan users, such as logon failure and illegitimate license seats, you should disallow account creation and orphan users in *User Settings*.
registered course	Any course at your institution, WebCT or otherwise, in which a student is registered. Registered courses help designers and administrators identify the students that belong in a particular WebCT course.
User Name and Password	If an administrator has allowed orphan users to be created, a designer can add orphan users to courses themselves and create User Names and Passwords that students must enter when adding a course to their ***myWebCT.***
user type	A user can be an administrator, designer, teaching assistant, student. See the preceding page for definition/privileges for each type.
WebCourse Builder	A tool that guides designers through adding content, tools, and students to their course. When you create a course, you choose whether designers will see WebCourse Builder.
WebCT ID	A unique identifier for each designer, student, and teaching assistant.
WebCT password	The password that is used in combination with the WebCT ID to logon to a myWebCT, or to a course from the Course Listings page.

SYSTEM REQUIREMENTS

Server

The suggested minimum for delivering courses and course materials with WebCT is a department-level UNIX server or NT server. WebCT 3.0 currently supports the following server operating systems:

- Sun Sparc Solaris version 6 and above
- Red Hat Linux 6.2
- Microsoft Windows NT (Server or Workstation) 4.0/Apache

Within 30 days of release the following server operating systems will also be supported:

- Microsoft Windows 2000 Server
- IBM AIX
- Compaq Tru64, Digital UNIX
- HP-UX

Note that WebCT 3.0 no longer supports SGI IRIX; FreeBSD; Sun Solaris x86: Linux Red Hat 5 or below: Slackware Linux; Debian GNU/Linux.

Client

On the client side, you need:

BROWSER

- Netscape 4.0 or higher
- Microsoft Internet Explorer 4.0

OPERATING SYSTEM

- Windows 95, 98, NT or 2000
- Macintosh OS8 or OS9
- UNIX

- The more memory in your WebCT server, the better. The recommended minimum is 128 megabytes. NT systems generally require twice as much memory as equivalent UNIX systems.
- A faster processor is good, but not necessarily as important as memory.
- Your server needs enough fixed disk storage space to handle anticipated courses. The WebCT system takes up little room compared to a typical full web course.

CHAPTER 2: UPGRADING TO WEBCT 3.0

UPGRADING FROM WEBCT 1.3.X

WebCT 3.0 has several new features that make WebCT easier for students, designers and TAs to use. Instead of logging onto each course with a separate User ID and password, users log on once with a WebCT ID and password and can access all of their courses. The WebCT ID is stored in a global database that you, the administrator, create and maintain.

Each WebCT user has a home area called ***myWebCT***, which allows them to access all of their courses and view announcements, links, and course information. The advantage for users is that one ID and password is used for the entire system.

For details on setting up the global database, see *Chapter 5: User Management* on page 28.

Recommended upgrade strategy

WebCT strongly recommends that you upgrade when there is adequate time for installation and testing, such as between terms. We also recommend installing WebCT 3.0 in a new, separate location (on the existing server or a different server), rather than on top of your existing server. This practice allows students and designers to finish their active courses without interruption, while giving designers time to try out the new interface and functionality on the new 3.0 server. WebCT will provide dual licenses for multiple version installations for testing and for finishing up 1.3.x courses.

Below are the steps we recommend for upgrading from WebCT 1.3.x to 3.0.

Steps	For more information
1. Back up the WebCT 1.3.x courses and copy them to a safe location	*Moving Courses to a Different Server* (page 20)
2. Perform a standard server backup	*Server-wide backup* (page 42)
3. Install WebCT 3.0	*Installing WebCT on a Windows NT System* (page 14) *Installing WebCT on a UNIX System* (page 16)
4. For some NT systems only: rename Apache service	*Renaming the Apache Service* (page 13)
5. Create or obtain a comma-delimited file that contains records for each designer. **Note:** the file should only contain the following fields: *First name*, *Last name*, and *WebCT ID*. Do not specify any *Courses* or *Registered Courses* for the designers, since the courses do not yet exist. Courses will be added in the next step.	*Preparing a User List to Upload* (page 29)
6. Log on to *WebCT Administration* and click **User Mgmt**, then upload the file	*Uploading the User List* (page 30)

7.	FTP your course backups to the WebCT 3.0 backup directory, located at `<install_path>\webct\webct\generic\admin\backup`	*Moving Courses to a Different Server* (page 20)
8.	Log on to *WebCT Administration* and click **Backups --> Restore.** Restore the courses, entering the WebCT ID of the instructor for each restored course. If you don't know who will be teaching a course, leave the designer field blank. Select the option to *Reset courses after restore.*	*Restoring courses* (page 41)
9.	To add courses, click **Admin --> Course Mgmt --> New Course.** Enter course information, including the course designer's WebCT ID, if known.	Adding a Course (page 21)
10.	Create or obtain a comma-delimited file that contains records for each student. The file should contain the following fields: First name, Last name, WebCT ID, and Registered Courses OR Courses.	*Preparing a User List to Upload* (page 29)
11.	Log on to *WebCT Administration* and click **User Mgmt.** Upload the file.	*Uploading the User List* (page 30)
12.	Customize *User Settings*	*User Settings* (page 36)

UPGRADING FROM WEBCT 2.X

Like WebCT 2.x, version 3.0 features a single logon. Users log on once with a WebCT ID and password and can access all of their courses through their ***myWebCT*** home area. The WebCT ID is stored in a global database that you, the administrator, create and maintain.

The global database in version 3.0 is very similar to that in version 2.x. It contains five default fields: First Name, Last Name, WebCT ID, Courses, and Registered Courses. A new feature in the global database is the ability to specify whether the user is a designer, student, or teaching assistant in each course.

For details on setting up the global database, see *Chapter 5: User Management* on page 28.

Recommended upgrade strategy

WebCT strongly recommends that you upgrade when there is adequate time for installation and testing, such as between terms. We also recommend that you copy your existing 2.x installation to a new, separate location (either on the same server or a different one) and upgrade the copy. Once you've thoroughly tested this upgraded copy, you can upgrade your live server. WebCT will provide dual licenses for multiple version installations for testing and for finishing up 2.x courses.

Steps		Page in manual
1.	Back up the WebCT 2.x courses and copy them to a safe location. If you are testing the upgrade before "going live," copy the entire WebCT 2.x installation directory to a separate location.	*Moving Courses to a Different Server* (page 20)
2.	Perform a standard server backup	*Server-wide backup* (page 42)
3.	Run setup.exe for WebCT 3.0. When prompted for the destination folder, select the WebCT 2.x installation directory that you want to upgrade (either the copy for testing or the live installation).	*Installing WebCT on a Windows NT System* (page 14) *Installing WebCT on a UNIX System* (page 16)

4.	For some NT systems only: rename Apache service	*Renaming the Apache Service* (page 13)
5.	Customize *User Settings*	*User Settings* (page 36)

RENAMING THE APACHE SERVICE

If you are running WebCT 2.x and earlier with an Apache service and you are upgrading on the same computer, then you must rename the Apache services installed on your machine.

Steps

1. Open the MS-DOS command prompt window by clicking the **Start** button on your NT screen and clicking **Command Prompt.**
2. Change to the server directory of the new WebCT 2.1 installation by entering the following command:

   `cd <install_path>\webct\server`
3. Remove the current Apache service by entering the following command:

   `apache -u`
4. Re-install the Apache service with a new name to help you differentiate between your WebCT installations. Enter the following command:

   `apache -i -d <install_path>\webct\server -n "Apache WebCT<ver>"`

   where `<ver>` is the version number of the current installation.
5. Repeat step 4 for each installation of WebCT that you want to activate, using the appropriate `<install_path>` and `<ver>` for each service.
6. Close the MS-DOS command prompt window.
7. Click the **Start** button on your NT screen and click **Settings-->Control Panel.** Double-click the *Services* icon. The *Services* control panel appears.
8. Highlight each new Apache service name and click **Start.**

CHAPTER 3: INSTALLING WEBCT

Installing WebCT is not difficult. If you are installing WebCT on top of an existing WebCT system, you should create a backup copy of the original WebCT system directory before starting the installation. Then, if you make a mistake with a new installation, you can always delete the entire WebCT system directory and start over again.

Setting up a complete operating system is beyond the scope of this manual. If you are new to UNIX or Windows NT, it is best to seek assistance from other resources when installing an operating system.

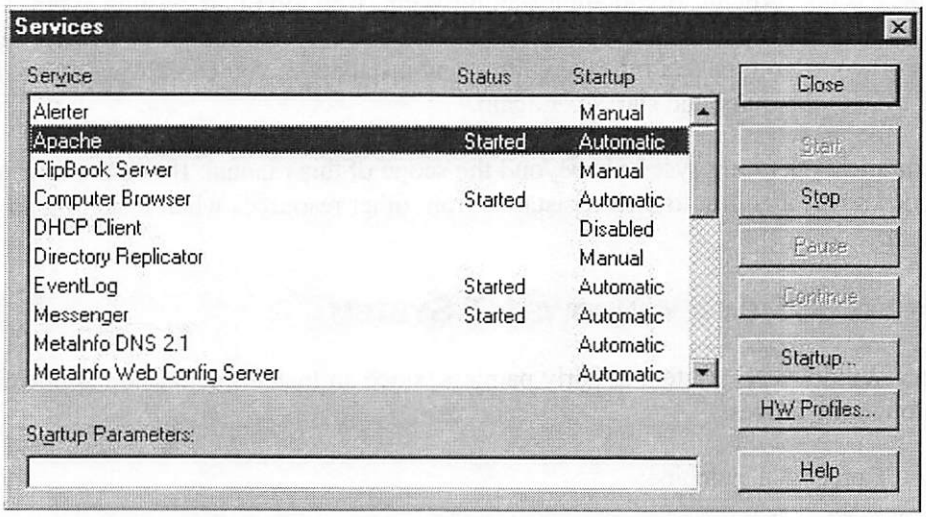
INSTALLING WEBCT ON A WINDOWS NT SYSTEM

Installation on a Windows NT system is fairly painless, since an InstallShield setup application guides you through the process.

To install WebCT on an NT machine:

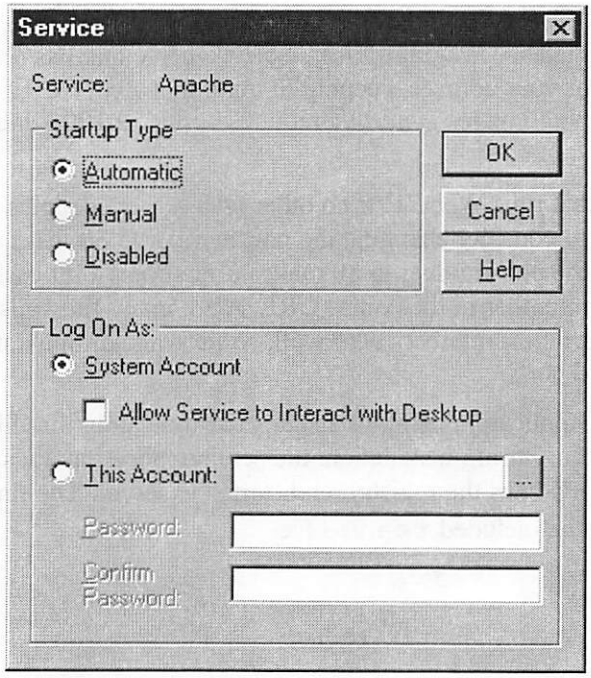
1. Log on as the NT workstation or server administrator.
2. Download a copy of WebCT for NT from the WebCT web site (http://about.webct.com).
3. Unzip the downloaded file using WinZip, PkZip, or another unzipping utility.
4. Go to the folder containing the unzipped files and run *Setup.exe*. The InstallShield application launches (see illustration below).
5. Specify a destination in which to install WebCT. **Note:** do NOT install WebCT into a directory that has a space in its name, such as "Program Files." Select a drive that has adequate space to run WebCT and all of your courses, keeping in mind that a course containing no multimedia or dense graphic images *generally* requires about 50-100 kilobytes per student.
6. Specify the port number of the server that runs WebCT. If no other web server occupies the standard port (80), then you may want to consider changing the port number to 80 instead of using the default port of 8900. Setting the port number to 80 makes user access a bit easier, since users won't need to include a port number in the course URL. Also, many firewalls and proxy servers do not handle non-standard port numbers very well, so firewall administrators are often reluctant to open non-standard ports.
7. Click **Next** to install. The InstallShield application displays a status bar indicating that files are being copied to the destination folder. During installation, the setup application adds an entry to the NT Services control panel, updates the registry, and starts the server. The final screen gives you the option of viewing the included `readme` file

8. If you perform the standard installation of WebCT for Windows NT, the server is automatically started for you. If, for some reason, the WebCT server is not running, you can restart it by going to the *Services* control panel, selecting the WebCT server from the list, and clicking **Start** (see illustration below).



Autostarting WebCT (Windows NT)

You can modify the startup parameters of the web server through the *Services* control panel by clicking **Startup**. The default startup type is *Automatic*, and the default *Log On As* option is *System Account* is (see illustration below).

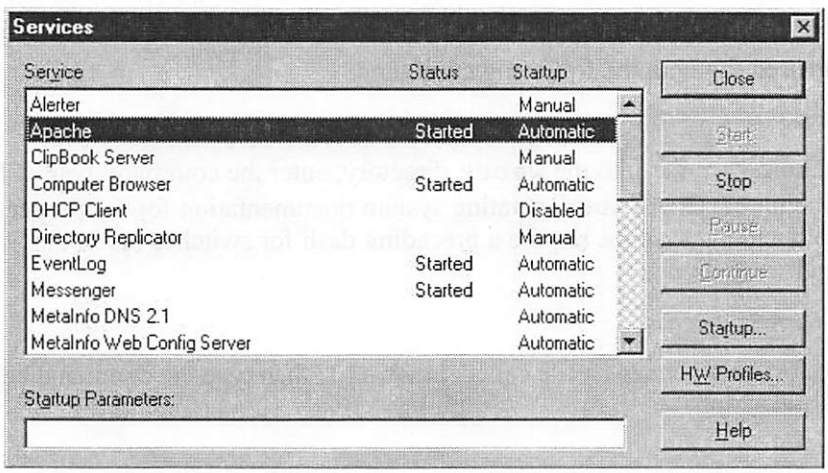


Shutting down WebCT (Windows NT)

There are times when you need to shut down the active WebCT server to perform maintenance, activate changes in configuration, or update the WebCT system. Failure to shut down an active server when making changes can result in drastic consequences, including upset students and disgruntled faculty.

Whenever you plan to shut down an active server, notify the user community with a ***myWebCT*** announcement. See *Announcements* on page 44 for more information.

As with startup and autostart, shutdown of WebCT Windows NT using Apache is also controlled through the *Services* control panel. Select the WebCT server and click **Stop** (see illustration below).



Deleting WebCT

There may come a time when the WebCT system needs to be deleted because the system has been moved to another server, testing/evaluation is complete, or installation did not go as planned.

For WebCT on a Windows NT system, stop the Apache server first. Remove WebCT through the *Add/Remove Programs* control panel in Windows. Use the uninstall program provided through the *Add/Remove Programs* control panel. **Do not** simply delete the WebCT folder! The uninstall program removes all entries in the Windows NT Registry and the *Services* control panel.

INSTALLING WEBCT ON A UNIX SYSTEM

Installation and setup of a UNIX operating system is beyond the scope of this manual. However, if you are setting up the UNIX operating system, be sure to designate adequate space for a `usr/user` or `home` partition. A course containing no multimedia or dense graphic images *generally* requires about 50-100 kb per student.

Unlike other system software or applications, WebCT is not scattered across different directories and partitions during installation on a UNIX system. We recommend that you create a user account called `webct` and install WebCT in the `/home/webct/` directory. You may need to contact the system administrator for your institution for help creating this user account.

Note: to install WebCT 3.0, **you must have perl version 5.005_03 or later.** For more information on installing and upgrading Perl, visit the Perl web site at http://www.perl.com.

To install WebCT on a UNIX machine:

1. Download a copy of WebCT from the WebCT site (http://about.webct.com).
2. Log on to your UNIX machine as `webct`.
3. Go to the `webct` directory. For example, the following command would move you to the `/home/webct` directory.

   ```
   cd /home/webct/
   ```

4. Copy WebCT from the download directory or FTP site to the `webct` directory. Below is an example command for copying WebCT from a download directory to a `webct` directory:

   ```
   cp /downloads/webct3.0.tar.gz .
   ```

5. Unpack the compressed file with the following command:

   ```
   gunzip webct3.0.tar.gz
   ```

6. To expand the resulting `tar` file into the `webct` directory, enter the command below. **Note:** the `xvf` switch is required. Check your operating system documentation for the proper syntax for switches; some operating systems require a preceding dash for switches (as in the example below) and some do not.

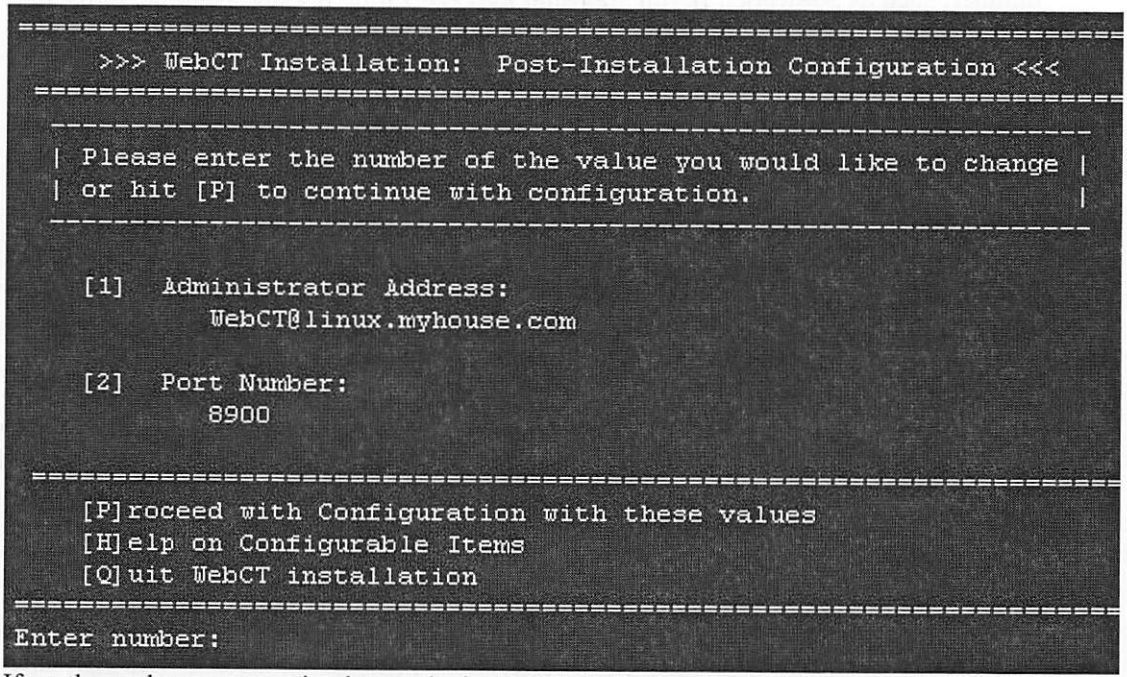
   ```
   tar -xvf webct3.0.tar
   ```

7. Change to the directory that contains a file called `install`, then type the command below to start the installation script.

   ```
   ./install
   ```

8. The installation script checks for a previously installed version of WebCT in the current directory. If no version of WebCT exists, you are prompted to continue. If there is a previously installed version of WebCT in the current directory, all courses and system settings are saved before installing the new WebCT system. However, **we recommend that you back up all of your courses** as outlined on page 41. You probably won't need to restore these backups, but it's better to be safe than sorry.
9. The next two screens briefly outline the installation process. The second screen also reminds you to make sure that you have logged in as `webct`, with the option to cancel installation. Continuing the installation under another user account, such as `root`, causes problems when you start up the WebCT system and can open your system to security holes.
10. Next, a pre-configuration menu confirms the location of the WebCT system and Perl interpreter, which is critical for running most modules in WebCT. Most UNIX operating systems include the Perl interpreter.
    Note: to install WebCT 3.0, **you must have perl version 5.005_03 or later.** If by chance the interpreter is missing or is an outdated version, you must install the latest version of Perl before proceeding. For more information on installing and upgrading Perl, visit the Perl web site at http://www.perl.com.
    If the installation location and the Perl location are acceptable, press the **P** key to proceed, then press the **Enter** key to start the installation process.

11. Near the end of installation, a post-installation configuration menu appears to confirm the email address of the administrator and the port of the server that runs WebCT (see illustration below).



If another web server occupies the standard port (80), or you do not have access to the `root` account, then use the default port number 8900 (or any available number over 2000). To set the port number, enter the number 2 and then enter the port number.

12. Installation is now complete, and a final page of instructions quickly scrolls by on the screen.
13. Next, start the WebCT server by entering the following command:

    `<installdir>/webct/server/bin/apachectl start`
14. Start a web browser (Netscape 4 or above, Internet Explore 4 or above) and enter the following URL:

    `http://<server:port>/webct/admin/admin.pl`
15. You will be prompted for a user name and password. Enter the following:

    ```
    User Name: admin
    Password: webct
    ```

    The above user name and password are temporary and must be changed immediately. Click **Password** in the *Admin* toolbar, located in the bottom frame of the *WebCT Administrator* screen. Enter a new password in the space provided.

Autostarting WebCT

You can customize your UNIX system to automatically start WebCT when the server is powered up or rebooted. This feature is useful if a power outage occurs, if the server is shut down for service, or if the server is shut down each night. Here are two options for autostarting WebCT:

- Add the WebCT server startup command (`./install`) to an autostart or autoboot file. For example, if you are using Red Hat Linux 6.2, add the startup command to `/etc/rc.d/rc.local`.

- Use the script `apachectl`, which is distributed with WebCT. After you install WebCT, this script is located in `/install_directory/webct/server/bin/`. You must move this script to the `rc` directory and give it a name that begins with the letter S and includes a number, such as S98webct. If you are using Red Hat Linux 6.2, for example, move the script to `/etc/rc.d/rc3.d/`.

Shutting down WebCT

On a UNIX machine, all applications, including servers, run as *processes*. If you enter the command

```
ps a
```

you will get a table listing all currently running processes. In the left-most column is the *process ID number*. With the right process ID number, you can use the `kill` command to stop the server process.

The `ps` command can also be used to see if the server is running, although you may have trouble identifying the correct process ID with this command. A better way to identify the process ID number is to look in the web server `logs` directory, where the server's process ID number is kept in a file. Enter the following command to change to the log directory:

```
cd /install directory/webct/server/logs
```

Next, type **`ls`** to view a list of files in the directory. The file called `httpd.pid` contains the current process ID of the active web server. To view the process ID number in the file, enter the `cat` command below:

```
cat httpd.pid
```

Entering this command should result in a number. Use this number with the `kill` command to stop the process:

```
kill process_id_number
```

To verify that the server has stopped, you can enter the `ps` command or try to access the WebCT home page with a web browser.

If you are comfortable writing scripts, you can create a WebCT shutdown command using the **`cat`** and **`kill`** commands. Here is a sample shutdown script:

```
kill cat `/install_dir/webct/server/logs/httpd.pid`
```

Note: the path must be surrounded by *backticks*, as in the example above. The backtick character can be found on the same key as the tilde (~).

Deleting WebCT

Because WebCT for UNIX installs into its own directory, you can delete WebCT by simply deleting the main WebCT directory with all subdirectories. For example, on a Linux system, the command is typically:

```
rm -fR install_directory
```

This command will remove the directory and all subdirectories (the `R` switch) without any prompting (the `f` switch). On some UNIX systems, the `f` switch is not required for the root account. You should also remove any `cron` or autostart scripts from the system.

Because of its simplicity, this procedure can be dangerous. Make sure you are absolutely certain of what you are doing before you type this command!

Moving Courses to a Different Server

WebCT courses can be moved to different servers, as long as the WebCT version on the new server is the same version of WebCT or higher. For example, courses on a WebCT 1.3 server can be moved to a 3.0 server, but courses on a WebCT 2.1 cannot be moved to a WebCT Windows NT server to a WebCT UNIX 1.3 server.

Anytime you move WebCT courses from one server to another (even when they have the same operating system, such as Red Hat Linux 6.2 to Red Hat Linux 6.2), it is best to follow these steps.

1. With a web browser, log on as the WebCT Administrator on the old system.
2. Back up all courses to be moved to the new server.
3. Install WebCT on the new system.
4. Copy the files from `/install_dir/webct/webct/generic/admin/backup` on the old server to the same directory on the new server.
5. Restore the courses with the *Course Backup/Restore* feature from the WebCT *Administrator* screen.

CHAPTER 4: COURSE MANAGEMENT

ADDING A COURSE

1. From the *Admin* toolbar, click **Course Mgmt --> New Course**.
2. Enter information about the course and click **Continue**. The table below describes each field in the *New Course* form.

FIELD	DESCRIPTION
Course ID (required)	Course ID is a required field. It must • be unique for each course • be at least four characters long • contain only alphanumeric characters and underscores • not contain the words student, marker, or designer (case insensitive)
Course Title	Appears in the *Course Listing* and in the *Courses* area of ***myWebCT***. The Course Title also appears in the course's default homepage banner. Unlike the Course ID, the Course Title can contain any characters.
Category	Assigns the course to an existing category on your WebCT server.
Template	• *Blank Course*: This option creates an empty course, which the designer must fill with content and tools. You have the option of enabling WebCourse Builder, which is an interactive tool that guides instructors through the creation of their first WebCT course. **Note:** WebCourse Builder is only available to instructors the first time they log on to their courses. • *Default Templates*: There are three default templates in WebCT 3.0: Basic, Intermediate, and Advanced. For more information, see *Default templates* on page 22. • *Other Courses*: This option uses an existing course as a template for the new course. **Note:** all the information in the existing course is brought into the new course, including student records, *Mail*, and *Discussion* messages. To delete student records and outdated material from the new course, reset the course when you create it.
Enter a password to be used with the Course ID.	The course designer must add the course to his/her ***myWebCT*** using the Course ID and the password you create in this field. This option is useful if you do not know who the designer of the new course will be.
Specify a WebCT ID for the designer of this course.	The course is automatically added to the designer's ***myWebCT***. We recommend this option because it saves the designer the extra step of adding the course to his/her ***myWebCT***.
Name	The full name of the course designer. This name appears in the the Course Profile, Show Designer Information, and the *Courses* area of ***myWebCT***.
Telephone	The telephone number for the course designer. The phone number appears in the Course Profile and Show Designer Information.
Email	The email address of the course designer. The email address appears appears in the Course Profile and Show Designer Information.
Additional Information	Use this field to describe the course.

Default templates

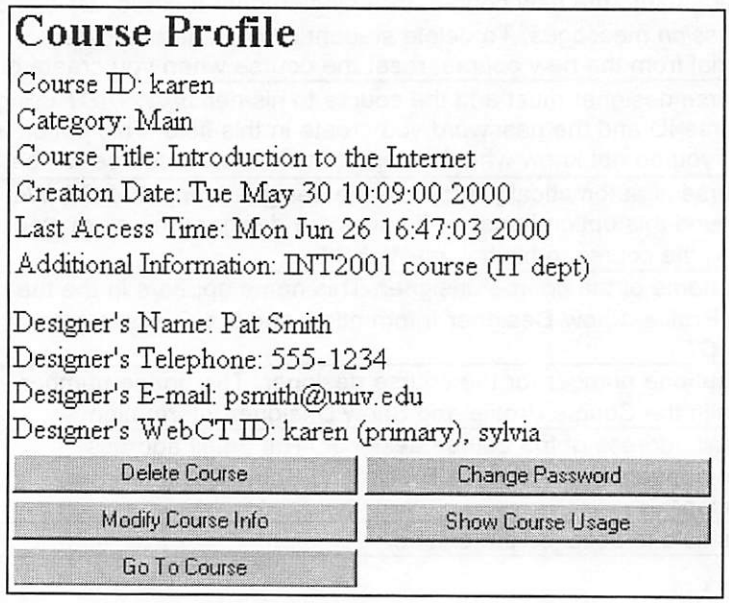
In the *New Course* form, there is an option to select a *Default Template*. There are three *Default Templates*: Basic, Intermediate, and Advanced. The table below lists the tools that are included with each template. These templates are merely a starting point for designers. Tools that are not included in the *Default Template* can always be added later by the designer.

Basic template	Intermediate template	Advanced template
• *Syllabus* • *Calendar* • *Mail* • *Discussions* • *Chat* • *Student Homepages*	• *Syllabus* • *Calendar* • *Mail* • *Discussions* • *Chat* • *Student Homepages* • *Glossary* • *Search* • *Student Presentations* • *My Progress* • *Assignments* • *Self Test* • *My Grades*	• *Syllabus* • *Calendar* • *Mail* • *Discussions* • *Chat* • *Student Homepages* • *Glossary* • *Search* • *Student Presentations* • *My Progress* • *Assignments* • *Self Test* • *My Grades* • *Content Module* • *Compile* • *Whiteboard* • *Quiz*

MANAGING COURSES

Modifying course information

The Course Profile lets you modify course information, designer password, and delete a course (see illustration below). To view the Course Profile, from the *Admin* toolbar, click **Course Mgmt**. In the column on the left, click on a course name.



Deleting courses

The WebCT administrator is the only user who can delete a course from the system. This is accomplished by clicking **Delete Course** when displaying the course profile. Once a course has been deleted, it cannot be recovered unless you've got a backup.

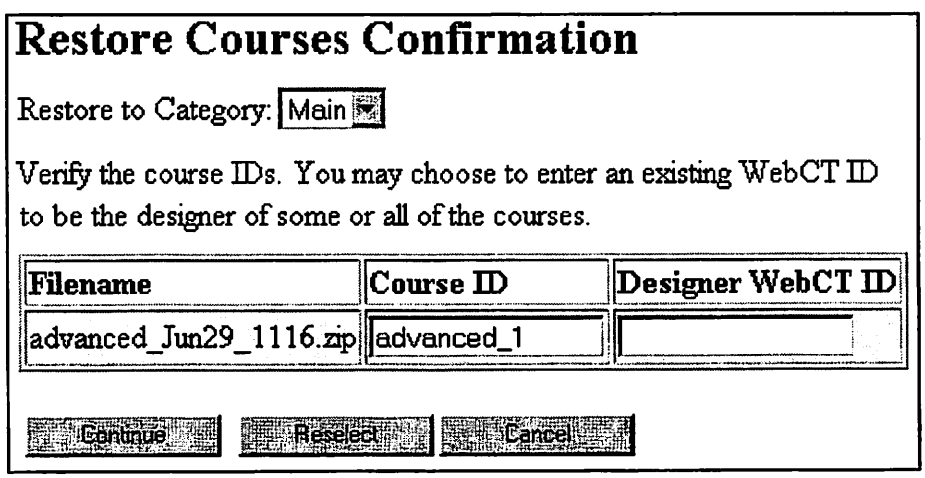
When you delete a course, all of the course's backups except administrator backups will be deleted. If you want to archive a course but cannot keep it on the server, make several backups of the course and download it to another storage medium (such as server, Zip disk, or CD-ROM).

Deleting a course, or attempting to restore a deleted course, without WebCT administration tools is not recommended, since a single course could span several directories.

Changing the Course ID

If a Course ID must be changed, you will have to create a new course, using the old course ID as a template. All of the course information carries over through the template.

1. From the *Course Mgmt* toolbar, click **Backups**, and then click **Create**. The *Backup Courses* screen appears with a list of categories.
2. Select the course you want to rename, then scroll to the bottom of the screen and click **Continue**. The backup is indicated by a progress bar.
3. In the *Backups* toolbar, click **Restore**.
4. Select the backup you just created. If you want to reset the course, select the reset check box at the bottom of the screen. Click **Continue**. The Restore Courses Confirmation Screen appears.
5. Type the new Course ID in the *Course ID* text box (see illustration below). You can also change the course designer by typing a new WebCT ID in the other text box. Click Continue to restore the course. The *Course Management* screen appears.



6. Locate the old Course ID in the course listing in the left frame and click on it. The *Course Profile* appears.
7. Click **Delete Course**.

Changing the primary designer of a course

The first designer that you assign to a course is the primary designer. To replace the current primary designer with another designer, you must run a perl script, which is included with WebCT, from a command line. **Note:** you cannot replace a designer with a user who is currently a student or TA in the course. You must remove the student or TA from the course first, and then run the script.

For additional command line tools, see *Appendix 1: Admin Perl Scripts* on page 48.

Windows NT/2000:

1. Open an MS-DOS command prompt window.
2. Enter the following command, where *<install_dir>* is the path to the directory in which you installed WebCT:

   ```
   cd \<install_dir>\webct\webct\generic\admin
   ```

3. Enter the following command, where *courseID* is the course whose designer you want to change, and *newdesignerID* is the WebCT ID of the new designer:

   ```
   change_designer.pl courseID newdesignerID
   ```

UNIX:

1. At the command line, enter the following command, where *<install_dir>* is the path to the directory in which you installed WebCT:

   ```
   cd /<install_dir>/webct/webct/generic/admin
   ```

2. Enter the following command, where *courseID* is the course whose designer you want to change, and newdesignerID is the WebCT ID of the new designer:

   ```
   ./change_designer.pl courseID newdesignerID
   ```

COURSE CATEGORIES

To help organize the course listing on your server, you can group courses by category. For example, many administrators organize courses by subject or department, and create a "development" category for courses that are under construction. When users view the course listings, the courses will listed within their specified categories. You can also hide categories of courses, such as those under construction.

Adding and deleting categories

From the *Admin* toolbar, click **Course Mgmt** and then click **Categories**. The *Categories* screen appears.

To add a category, click **Add**. Enter a category name in the space provided and click **Add**.

To delete a category, click **Delete**. At the *Delete Category* screen, select the category to delete from the drop-down list, and then click **Delete**. Courses within a deleted category are reassigned to the Main category. **Deleting a category does not delete the courses in that category.**

Assigning a course to a category

There are two ways to assign a course to a category:

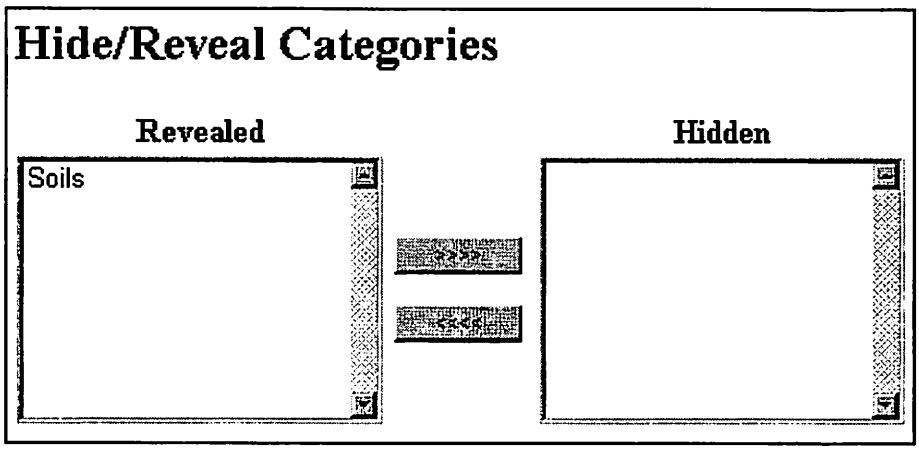
When you first create a course, select a category for the course from the drop-down list in the *New Course* form.

After you've created a course, click **Course Mgmt** on the *Admin* toolbar. Click on the course you want to assign to a category, then click **Modify Course Info.** Select a category from the drop-down list in the **Course Information Editor.**

Hiding/revealing a category

WebCT administrators can hide or reveal categories. Any courses assigned to a hidden category will be hidden from the main WebCT course listings. This is a useful tool for hiding courses still under development.

To hide or reveal courses, click **Hide/Reveal** on the *Categories* button bar. The *Hide/Reveal Categories* screen contains two list boxes that allow you to move categories between the *Revealed* and *Hidden* lists (see illustration below). Designating a category "hidden" hides all courses within a category.



Designers, teaching assistants, and students can still access the course by entering the full URL of the course *Welcome Page* or course *Homepage* in the location field of their browsers.

Course URLs use the following syntax:

```
Welcome Page: http://<server:port>/public/course_id/index.html
Homepage: http://<server:port>/SCRIPT/course_id/scripts/serve_home
```

Once the user successfully logs in to the course and adds it to ***myWebCT***, the course can be accessed through ***myWebCT*** or with a browser bookmark.

Note: once a course has been added to ***myWebCT***, it will appear on the ***myWebCT*** screen whether it is hidden or not.

COURSE SETTINGS

The table below describes the course settings available with WebCT.

SETTING	DESCRIPTION
Backup Limit	This setting controls the number of backup files designers may store on the WebCT server. Setting a limit can save space on your server.
Student Name	This setting affects the way students are identified in *Calendar*, *Chat*, *Discussions*, *Mail*, *Student Homepage*, *Student Presentations*, and *Whiteboard*.
Student Homepages	If you choose the option *Display all students*, then the names of all students in the course will be listed at the *Student Homepages* screen. If you choose the option *Only display students who have created a homepage*, then only the names of students who created a homepage will be listed at the *Student Homepages* screen. **Note:** this setting only affects the *Student Homepages* tool, and it only applies when the designer adds the *Student Homepages* icon to the course.
Course Color	This setting lets designers override the default color scheme for their courses. **Note:** this setting affects only the *Navigation Bar* and *Menu Bar*. Designers can always customize the content frame (main frame) of their courses.

CHAPTER 5: USER MANAGEMENT

WHAT IS THE GLOBAL DATABASE?

The global database contains a record for each user on your WebCT server. You, the administrator, create and maintain the global database. It contains five default fields: First Name, Last Name, WebCT ID, Courses, and Registered Courses. The global database also tracks whether the user is a designer, student, or teaching assistant in each course. The table below describes each of these fields and provides examples of each.

Field name	Description	Example
First Name	The first name of a student, designer, or teaching assistant.	`Pat`
Last Name	The last name of a student, designer, or teaching assistant.	`Smith`

WebCT ID	A unique identifier for each WebCT user. WebCT IDs must be unique and must contain only alphanumeric characters, underscores, and periods. Spaces are not allowed. The initial password must be at least 4 characters in length.
	
	Note: in several WebCT tools, such as *Discussion, Mail,* and *Student Homepages,* the user's name and WebCT ID appear together. To ensure the privacy of your students and faculty, you should not use student numbers/IDs, Social Security numbers, Social Insurance numbers, or other private IDs as WebCT IDs.
	
	Some institutions use a combination of the student's first and last name and a portion of the student ID. Other institutions use the names generated by their email programs, which often consist of firstname.lastname#, where duplicate names are appended with a number.
		`Psmith275`
		`1578246`
		`pat.smith25`

Registered Courses	All courses at your institution, both WebCT or otherwise, in which a student is registered. If you populate the Registered Courses field for each user record when you create the global database file, then designers can add students to the course themselves. In this case, you don't have to populate the Courses field when you create the global database.	`BIO210-1357` `chem101`
Courses	All WebCT courses at your institution. Courses are identified by the Course ID. This field also indicates whether the user is a student (S), designer (D), or teaching assistant (TA) in the course. If you populate the Courses field when you create the global database, then designers don't have to add students to their courses. If you choose to populate the Registered Courses field in the global database file (as described above), then the Courses field will be populated automatically when designers add students and teaching assistants to their courses.	`BIO210;D` `Urs410;TA`

Students benefit from the global database because it allows them to access all of their courses with one ID and password. Designers benefit because they don't have to prepare upload lists to add students to their courses. Administrators benefit from the global database because it allows them greater control over the WebCT server.

Designers, students, and teaching assistants access all of their courses through ***myWebCT,*** their personal home area. Each user's ***myWebCT*** contains links to their WebCT courses, plus announcements, bookmarks, and a link to the e-Learning Hub. A ***myWebCT*** is automatically created for each user when you add them to the global database. Courses are added to a user's ***myWebCT*** when you add the courses to the user's record in the global database.

WebCT provides a number of user settings to handle the needs of different institutions. These settings establish the degree of control that users have over WebCT IDs and passwords. The more control you have over the global database, the less likely users are to encounter problems. For a description of these settings, see *User Settings* on page 36.

WebCT API

The WebCT Application Program Interface (API) provides you with an alternative method of updating the global database. You could, for example, use the API to synchronize WebCT student information with that in your Student Information System. Furthermore, you could configure the synchronization process so that any SIS changes are immediately reflected in WebCT.

The WebCT API is beyond the scope of this manual. For details on the API, you can download *WebCT 3.0 API: Specifications and Guide to Implementation* from our website at about.webct.com/prod/docs.

PREPARING A USER LIST TO UPLOAD

You can create a user list from scratch, or you can create a text file from an existing application, such as a spreadsheet program. For example, if your registrar maintains a database of students and courses in a spreadsheet program, you can export this information into a comma-delimited text file and upload it into the global database.

The text file must be formatted according to the following rules:

the first line of the file must contain the names of the columns to be created or updated successive lines contain the data, with one record per line.

The column names and items in each record must be separated by a comma. The first line contains the field names, and the rest of the lines contain the records. The record fields must be listed in the order imposed by the first line. For example, a data file might look like this:

```
WebCT ID,Last Name,First Name,Courses
gclinton,Clinton,George,ENG101
bcollins,Collins,Bootsy,MA150
mparker,Parker,Maceo, BIO250
bworrell,Worrell,Bernie,PSY300
```

If you want to leave a particular field blank for one student, just omit the data and type a comma to end the field. For example, to omit a first name for a record, type:

```
gclinton,Clinton,,ENG101
```

Note: The WebCT ID field must always be present when uploading a file, since this ID uniquely identifies each student record.

Multiple Course IDs should be separated by a colon. Also, you can specify whether a user is a designer (D), student (S), or teaching assistant (S) in a course. If no user type is specified, the user is assigned as a student. Here is an example of the format for listing a user's courses with user types:

```
gclinton,Clinton,George,ENG101;TA:MA150;S,
```

Save the file with a `.txt` extender. The filename cannot contain any of the following characters:

```
spaces, tabs, line feeds, carriage returns
: ~ [ ] ! @ # $ % ^ & * ( ) + ` } } | \ < > , ? / ; ' "
```

UPLOADING THE USER LIST

You can import users into the global database by uploading a specially prepared text file containing user data. WebCT accepts files in a comma-delimited format, which is compatible with most modern spreadsheet programs. See *Preparing a User List to Upload* on page 29 for formatting instructions.

1. In the *User* toolbar, click **Upload**. The *File Upload* screen appears.
2. Locate the upload file with the **Browse** button and click **Continue**.
3. If the file contains field names other than WebCT built-in field names (WebCT ID, First Name, Last Name, User Type, Courses, and Registered Courses), the *New Column Resolution* screen appears. **Note:** the WebCT built-in field names are case sensitive. If your file contains a column called "First name" (rather than "First Name") it will be treated as a new column.

   For each new column, you can

   use an existing column in the database for the data in that field
   create a new column in the database for the field
   ignore the field in the file

   For example, if your file has a column called "First" that contains first names, you should choose *First Name* from the drop-down list. If your file has a column called "Section" that contains section numbers, you should choose *Create New*.
4. Once you've selected an option, click **Continue**. You will have to repeat step 3 for every unresolved column in your text file.
5. After all columns are resolved, the *Field Names Resolved* screen appears, displaying a table that lists the columns in your text file and the columns in the student database. Review this table for accuracy, and then click **Continue**.
6. A final confirmation screen appears, prompting you for details about the import. If the import file contains new columns that are not recognized by WebCT, you will be prompted to select a field type (*Alphanumeric* or *Numeric*) for the new columns. You must also select a field that will be used as the initial password for each student. Furthermore, if there are any errors in the import file, the final confirmation screen will let you know. See *Import Errors* on page 31 for an explanation of some common error messages.
7. Click **Continue** to finish.

Import Errors

ERROR	DESCRIPTION
WebCT ID Errors	WebCT IDs can only consist of alphanumeric characters: • the letters A-Z and a-z • the digits 0-9 • the underscore character Any record that does not conform to this format is placed in the *WebCT ID Errors* section and is not added to the global database.
WebCT ID Duplicates	The WebCT ID is the only unique identifier for users on your WebCT server; therefore, duplicates are not allowed. The *WebCT ID Duplicates* message displays users whose WebCT IDs already exist in the database. Any records shown here are not added to the global database.

Overflow Errors	If a record contains more values than the first line indicates, it is displayed in the *Overflow Errors* screen and will not be added to the student database. For example, in the following import file
	`WebCT ID,Last Name,First Name,Courses`
	`gclinton,Clinton,George,ENG101`
	`bcollins,Collins,Bootsy,freshman,MA150`
	the record for `bcollins` has too many field values. These records are not added to the global database.

Adding one user at a time

When you need to add one or two users to the global database, you may find it cumbersome to prepare a user list. You can add users individually using the administration interface.

1. From the *Admin* toolbar, click **User --> Add**. The *User Addition* screen appears.
2. Type the WebCT ID and password for the user, as well as any additional information you want to include.
3. Click **Add**.

Note: WebCT IDs must be unique and must contain only alphanumeric characters (numbers, letters or underscores). Spaces are not allowed. The initial password must be at least 4 characters in length.

BUILDING ON THE GLOBAL DATABASE

Once you've created a global database in WebCT, you can import additional columns and/or records in the same manner described in *Uploading the User List* on page 30. For example, if you frequently receive updated records from the registrar, you can import these records into your existing WebCT student database.

This text file must be formatted according to the following rules:

the first line of the file must contain the names of the fields to be updated or added
successive lines contain the data, with one record per line.

If you are adding one or more fields to the database, you must include the WebCT ID to ensure that each existing record is assigned the appropriate value for the new field(s). If you are adding records to the database, the file can be prepared exactly as described in *Preparing a User List to Upload* on page 29.

Modifying field names in the global database

To add, delete, edit, and organize columns for viewing user information, click **Column** in the *User Mgmt* toolbar. **Note:** WebCT default field names (WebCT ID, First Name, Last Name, Courses, and Registered Courses) cannot be modified or deleted.

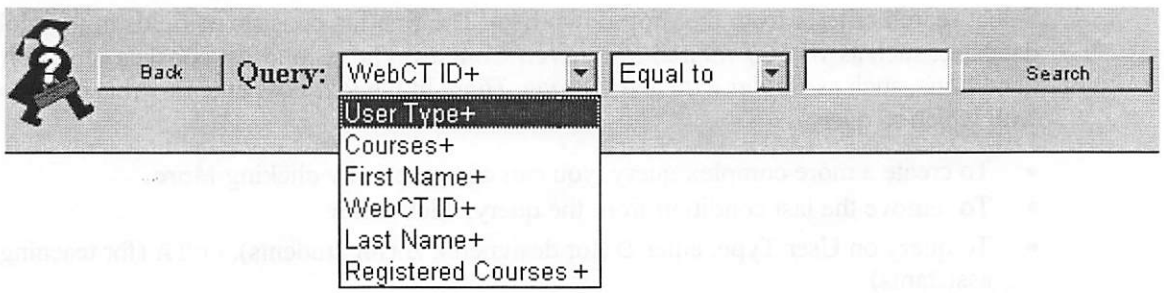
QUERIES AND REPORTS

Queries

Queries allow you to search the global database for users who meet certain criteria. For example, you may want to see all records associated with a particular course ID, or all of the course designers in the global database. Once you've queried the global database, you can edit or delete the records in your query, and edit the list of courses and registered courses in a particular record. You can also change the password for a user record in your query.

To query the global database:

1. On the *User Mgmt* toolbar, click **Query**. The *Query* toolbar appears at the bottom of the WebCT screen.
2. Select search criteria from the drop-down lists. The first list consists of fields in the global database, such as *WebCT ID* and *Registered Courses* (see illustration below). The second list consists of search conditions, such as *Begins with* and *Greater Than.* In the text box, enter a value or a word with which to query.



Hint: to view all records in the global database, select WebCT ID from the first drop-down list and select *Not Blank* from the second drop-down list. Leave the text field blank.

3. Click **Search**.

Reports

Reports are essentially advanced queries that you can save and reuse. There are two kinds of reports: *standard reports*, which are predefined reports built into WebCT, and *custom reports*, which you create.

Standard reports

There are five standard reports that you can generate with WebCT:

- Find all users in a specific course
- Find all users who are designers in any course
- Find all users who are students in any course
- Find all users who are teaching assistants in any course
- Find all users with no courses

To generate a standard report:

1. In the *User* toolbar, click **Reports**.
2. Click on a report name. The report then appears within the WebCT Administration interface. To print the report, use your browser's print function.

Custom reports

You can design your own reports based on a query of the global database. To create a custom report:

1. In the *User* toolbar, click **Reports**.
2. Click **Add**. The *Reports* screen appears.
3. Type a title for your report in the text box. Choose a title that reflects the type of output produced by the query, such as "HU101 TA list."
4. Select search criteria from the drop-down lists. The first list consists of fields in the global database, such as *WebCT ID* and *Registered Courses*. The second list consists of search conditions, such as *Begins with* and *Greater Than*. In the text box, enter a value or a word with which to query.
   - To create a more complex query, you can add criteria by clicking **More**.
   - To remove the last condition from the query, click **Less**.
   - To query on User Type, enter `D` (for designers), `S` (for students), or `TA` (for teaching assistants)

   Hint: to create a custom report that displays all records in the global database, select *WebCT ID* from the first drop-down list and select *Not Blank* from the second drop-down list. Leave the text field blank.
5. Click **Save**. The *Reports* screen appears.
6. Click on the name of the report you just created. The report then appears within the *WebCT Administration* interface. To print the report, use your browser's print function.

MODIFYING RECORDS IN THE GLOBAL DATABASE

Editing user information

1. Query the global database for the user(s) whose information you want to edit, and then click **Edit**. **Note:** you can edit only one record at a time.
2. Type changes in the text boxes, and then click **Update**.

Deleting records

Primary course designers cannot be deleted from the global database. Shared access designers can be removed.

Warning: the delete operation permanently removes the selected user records.

1. Query the global database for the user(s) you want to delete from the global database.
2. Select the check box(es) next to the user(s) you want to delete.
3. In the *User Mgmt* toolbar, click **Delete**

Changing passwords

Always notify users when you change their passwords.

1. After querying the global database, select the check box next to the user whose password you want to change. **Note:** you can change only one password at a time. Click **Password.**
2. Type a new password in the text boxes, and then click **Update.**

Assigning users to courses

Note: users can be assigned only one user type per course. For example, a user cannot be both a designer and a teaching assistant in the same course.

1. Query the global database for the user(s) you want to assign to courses.
2. Select the check box next to one of the users, and then click **Courses. Note:** you can assign courses to only one user at a time. The *Course List Editor* table appears. The left-hand column displays the user's current courses and the right-hand column displays the user type (Designer, Student, or Teaching Assistant) for each course.
3. Click **Add.** The *Course Additions* list appears.
4. Select the course(s) you want to assign to the user and then click **Add.**
5. Select the user type for the course(s) and click **Add.**
6. Click **Done.**

Removing users from courses

Removing users from courses does not remove them from the global database. **Note:** you cannot remove the primary designer of a course without deleting the course itself. To assign a different primary designer to a course, see *Changing the primary designer of a course* on page 23.

1. Query the global database for the user(s) you want to remove from courses.
2. Select the check box next to one of the users, and then click **Courses. Note:** you can remove one student at a time from a course. The *Course List Editor* table appears. The left-hand column displays the user's current courses and the right-hand column displays the user type (Designer, Student, or Teaching Assistant) for each course.
3. Select the check box next to the course from which to remove the user.
4. Click **Delete.** Two confirmation screens appear.
5. Click **Done.**

Changing user type to designer, student, or teaching assistant

Users can be assigned only one user type per course. For example, a user cannot be both a designer and a teaching assistant in the same course.

Note: you cannot change the user type of the primary designer for a course. To assign a different primary designer to a course, see *Changing the primary designer of a course* on page 23.

1. Query the global database for the user(s) whose user type you want to change.
2. Select the check box next to one of the users, and then click **Courses**. **Note:** you can change user type for only one user at a time. The *Course List Editor* table appears. The left-hand column displays the user's current courses and the right-hand column displays the user type (Designer, Student, or Teaching Assistant) for each course.
3. Select the check box next to the desired course and then click **User Type**.
4. Select the user type for the course(s) and click **Update**.
5. Click **Done**.

Editing the Registered Courses field

1. Query the global database for the user whose registered courses you want to edit. Click **Registered**. **Note:** you can edit only one record at a time.
2. At the *Registered Course List Editor* screen, you can:
   - add registered courses to the user record
   - delete registered courses from the user record
3. When you've finished making changes, click **Done**.

HELPDESK

In response to the growing responsibilities of WebCT administrators, WebCT 3.0 has a new type of user, the helpdesk user. By letting helpdesk users perform user management activities, such changing passwords and assigning users to courses, administrators can focus on hardware maintenance, backups, server activity, and upgrades.

Helpdesk users are unlike other WebCT users in that they do not have a ***myWebCT*** home area, and their usernames and passwords are stored in a separate database. Helpdesk users log on at `<server:port>/webct/helpdesk/helpdesk.pl`, which takes them to the *Helpdesk* screen. Essentially, the Helpdesk is a limited administration area.

To add, modify, and delete helpdesk users, click **Helpdesk** in the *Admin* toolbar. The table below describes the access settings for helpdesk users.

ACCESS SETTING	DESCRIPTION
Assign users to courses *Remove users from courses*	Allows the helpdesk user to add designers, students, and teaching assistants to courses and/or remove them from courses
Add users *Delete users*	Allows the helpdesk user to add users to the global database and/or remove users from the global database

Full query	Allows the helpdesk user to query the following fields: • User Type • Courses • First Name • WebCT ID • Last Name • Registered Course
Limited query	Allows the helpdesk user to query the global database for a WebCT ID
Password modification	Allows the helpdesk user to change a user's password
User info modification	Allows the helpdesk user to modify user information in the global database such as name and WebCT ID.

USER SETTINGS

User settings can be adjusted by clicking **User Mgmt→ Settings** from the *WebCT Administrator* homepage. The following options are available:

SETTING	DESCRIPTION
User Password	Controls whether instructors are allowed to change the passwords of students and teaching assistants in their courses. **Note:** students and TAs may still be able to change their own passwords even if this option is selected. Use the WebCT Password setting (described below) to prevent all users from changing their passwords.
GlobalDB Access	Controls whether designers can query the global database. In most cases, this option should be selected. If this option is not selected, designers can only add one student at a time to the course, and only if they know the WebCT ID of each student.
Orphan User	Controls whether designers can add students and teaching assistants who do not have a WebCT ID. **Note:** this option should NOT be selected in most cases.
Account Creation	Lets orphan users create ***myWebCT*** accounts. **Note:** since there is currently no mechanism preventing orphan users from creating more than one ***myWebCT***, we do not recommend selecting this option.
WebCT ID	If this setting is enabled, users who are setting up a ***myWebCT*** account can enter any string for their WebCT ID. If this setting is disabled, users choose their WebCT ID from a list of User IDs for their courses. **Note:** if you disabled the Account Creation setting above, this setting has no effect.
WebCT Password	Controls whether users can change their own WebCT passwords.
Logon Help	Controls whether users may create a logon "hint" to help them if they forget their passwords. If users forget their passwords, they can use this hint to confirm their identity. The password is then reset and the user is notified of the new password. **Note:** if you want to enable *Logon Help*, you must also enable the *Mail* setting (see *Server Settings* on page 43) and the *WebCT Password* setting (see previous entry in this table).
Language	Controls the default language for the WebCT interface on a single server. The language selected here appears in all areas of WebCT, including ***myWebCT***. **Note:** designers may reset the language option for their own courses.

We recommend the following settings:

Setting	Select	What it does
User Password	No	Prevents instructors from changing student and teaching assistants passwords.
GlobalDB Access	Yes	Allows designer to query the global database.
Orphan User	No	Prevents designers from adding students and teaching assistants who do not have a WebCT ID. Eliminates the possibility of orphan users.
Account Creation	No	Prevents orphan users from creating a ***myWebCT***. Only the administrator can create accounts.
WebCT ID	No	Prevents orphan users from choosing their own WebCT ID. **Note:** with *Account Creation* setting turned off (see previous setting), the WebCT ID setting has no effect.
WebCT Password	Yes	Allows users to change their WebCT passwords.
Logon Hint	Yes	Allows users to specify a logon hint to help them if they forget their WebCT passwords.

CHAPTER 6: SERVER MANAGEMENT

YOUR WEBCT LICENSE

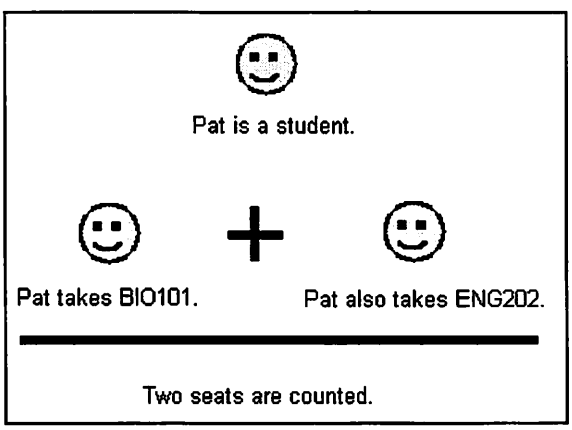
License key

If you have just installed WebCT, you will be prompted for a 26-character license key. License fees only apply when the courses are made available to students. You can install WebCT on a server, add courses and designers, and test it as much as you like without a license. Thus if you don't like WebCT, or the course you produced with it, you've invested your time, but not your money. See page 39 for information on ordering licenses.

Once you've entered the license key, you can view the *License Information* table (see illustration below).

	System	License	Evaluation
Host (IP)	coke.webct.com (207.23.77.80)	coke.webct.com (207.23.77.80)	Valid
Port	80	80	Valid
Users	5200	Unlimited	Valid
Date	Wed Apr 19 11:52:03 2000	Tue Jan 2 00:00:00 2001	Valid

This table allows you to quickly assess any discrepancies between your license agreement and your actual use of WebCT. If any of the conditions of your license are not met, the license is deemed invalid by WebCT and students get "Invalid License" pop-up warnings. If students report "Invalid license" messages when they log on to their courses, this table can help you troubleshoot your system.



The *License* column displays the information you provided to WebCT when you ordered your license. That information was encoded into your license key and cannot be changed. The *System* column displays the current status of your WebCT server, including the number of users, or "seats," in your course. Please note that the number of seats is not the same as the number of students. A **seat** is counted for every student *in every course*; thus, if one student is a member of two courses, two seats are counted.

You can click on the user number in the *System* column to view all users and the number of courses to which each user belongs. If the number of users in the *System* column is greater than the number of users in the *License* column, then the *Evaluation* column will indicate that your license is invalid and student users will get "invalid license" messages when they log on to their courses. Please contact your account representative at WebCT to resolve the problem.

Ordering a WebCT License

If you are ready to order a license key, you will need to provide the following information, which will be encoded in your license key:

- the name and IP address of the server WebCT will be running on
- the port number that the WebCT server will use (usually 8900)
- the O/S type of the machine running the server (such as Solaris, Linux, or NT)
- your institution name
- the start date of your license
- the name and email address of the person we should send the key to (generally the person who installed or will install WebCT)

If you need a quote, or have any questions or concerns regarding orders or licensing, call WebCT Sales Support toll-free at 877-932-2863.

SERVER STATISTICS

One of the most important tasks of server management is the monitoring the use of your server. Since all systems have limited resources, the statistics functions help the WebCT administrator determine when WebCT is consuming too many resources, when courses are unused, or when the number of users is near the maximum for a limited server license.

Viewing server usage statistics

This tool outlines the amount of server space each course consumes. From the *Admin* toolbar, click **Server Mgmt**, then click **Show Server Usage.**

The *Server Usage* table in *Server Management* shows you how much server space each course consumes. The table has six columns, which are explained below:

COLUMN	DESCRIPTION
Course	The Course ID
Users	The number of students and TAs that have been added to the course
Files: Course	The amount of disk space taken up by the files in *My-Files* folder in *Manage Files* (the files the designer has uploaded into the course)
Files: Internal	The amount of disk space used by the various course tools (such as *Manage Students* and *Discussion*)
Files: Backups	The amount of disk space used by course backups. Setting a *Backup Limit* can save disk space. See *Course Settings* on page 26 for more information.
Total Space	The total disk space used by the course (the total of Course, Internal, and Backups file space)

Viewing user distribution statistics

This tool allows the administrator to see how many users are registered for each course, and identify courses which may be exceeding the license limit. The *Show User Distribution* function completes much more quickly than the *Show Server Usage* function, and is thus preferred for viewing the number of user accounts.

From the *Admin* toolbar, click **Server Mgmt**, then click **Show User Distribution.**

Viewing information on all designers

The *Designers' Information* table displays information about the course and designer, including the creation date, last access date, and designer name and contact information. The *Email* column automatically hyperlinks the user's email address.

From the *Admin* toolbar, click **Server Mgmt**, then click **Show Designers' Information.**

HOSTING PUBLISHER COURSES

WebCT has developed partnerships with top educational publishers to bring the highest quality and quantity of course materials to the Web.

If your WebCT server hosts an e-Pack, your role is to ensure that the Access Codes can be authenticated. This requires that you restore the e-Pack on the WebCT server at your school and configure the Publisher Environment Settings.

For detailed information on hosting e-Packs, see *Appendix 2: Hosting e-Packs in WebCT 3.0* on page 49.

WEBCT BACKUP TOOLS

Course backup

You can back up all courses or a select number of courses using your web browser with WebCT backup tools. In addition to general maintenance backups, these tools provide the best way to migrate courses to another operating system, since they prevent components specific to one operating system from carrying across to another.

Currently, any backups created through the web browser-based administrative page cannot be downloaded through the web browser. These administrator backups are only accessible at the system level. If you not have access at the system level, make arrangements with your system administrator to FTP the course backup files to another server or storage device.

Backing up courses

1. From the *Course Mgmt* toolbar, click **Backups**, and then click **Create**. The *Backup Courses* screen appears with a list of categories.
2. Click on a category name to view the courses in that category. To back up all of the courses within a category, select the check box next to the category name.
3. Select the check box(es) next to the course(s) you want to back up.

4. Scroll to the bottom of the screen and click **Continue**.

Restoring courses

1. From the *Course Mgmt* toolbar, click **Backups**, and then click **Restore**. The *Restore Courses* screen appears with a list of backup files.
2. Select the check box(es) next to the course(s) you want to restore.
3. To delete all student records, including assignments, grades, and student lists, from the course, select the Reset courses after restore check box.
4. Click **Continue**. A confirmation screen appears.
5. Select a category for the restored course from the drop-down list.
6. If the course ID of the course backup conflicts with that of an existing course, then WebCT generates a new course ID consisting of the original ID followed by an underscore and a number to make the ID unique. **Note:** you can choose another name for the course backup; however, if the name you enter is the same as an existing course ID, then the restore operation will fail.
7. You can designate a designer for the restored course by typing the designer's WebCT ID in the text box.
8. Click **Continue**.

Note: if a backup course restored in WebCT 3.0 contains any content files named with illegal characters (characters other than alphanumeric characters and underscores), WebCT 3.0 replaces the unacceptable characters with underscores, restores the files, and creates a report called `index.txt` which provides a key to the old filenames and the new filenames. The newly named files and the report are placed in the in the `lost_and_found` folder in the *My-Files* folder in *Manage Files*. This new restore functionality allows designers to easily move the renamed files to their rightful locations in their courses.

Deleting backup files

1. From the *Course Mgmt* toolbar, click **Backups**, and then click **Delete**. The *Delete Courses* screen appears with a list of backup files.
2. Select the check box(es) next to the course(s) you want to delete.
3. Click **Continue**.

Command line course backup

For most courses, backing up from a web browser is perfectly adequate. However, large courses (over 50 megabytes) can time out before the backup completes. Since command line backups do not time out, they provide a solution to this problem.

Another advantage of a command line course backup is the ability to include the backup command in a script for processing by an automated script processor such as `cron`. The use of `cron` and similar automated scripts is beyond the scope of this manual. The WebCT administrator should consult a system administrator on the use of `cron` or similar automated scripting to create a daily backup of WebCT courses.

For details on performing command line backups, as well as other command line tools, see *Appendix 1: Admin Perl Scripts* on page 48.

WebCT System Backup

Because the WebCT system resides in a single directory, the WebCT administrator can easily back up the entire WebCT system. Windows NT/2000 systems can be backed up using Winzip or a similar file compression utility. UNIX systems can be backed up using `tar` along with `gzip` to further compress the tar file, as in the following example steps:

1. At the command prompt, enter

   ```
   tar cvf webct.backup.file.name.tar <install_directory>
   ```

2. Further compressed by entering

   ```
   gzip webct.backup.file.name.tar
   ```

Once you create the `gz` file or `zip` file, you can store it with the storage media of your choice or transfer it to another system using WebCT. **Note:** unlike the course backups, system backups cannot be reliably restored to a different operating system.

Server-wide backup

If a system supports system-wide backup through a mass storage device such as a local/network tape drive or a CD-recorder, the WebCT system can be backed up along with all other files on the system. This method is best for recovery from catastrophic failure when recovering an entire system to the same hardware and operating system. It is not recommended for recovering an individual course or few courses that were accidentally deleted from the WebCT system, unless WebCT course backup files (from the administrative course backup or designer course backup) happen to be included in the server-wide backup.

Many WebCT administrators believe that the best backup strategy is **not** the typical server wide tape backup. Rather, they recommend an automated script to back up all of the courses on the WebCT server and copy the backups to another storage device or server.

This method has several advantages over a typical system-wide or server-wide backup:

- *Deleted sections of a course can be quickly and easily recovered.* If a designers wishes to recover part of a course, you can provide the designer a restored backup of the course. The designer can then retrieve the necessary information from the backup.
- *Courses can be archived for assessment purposes.* Many colleges now require faculty to retain all course information for up to a year, for assessment purposes or grade challenges from students. If information from a WebCT course is required for such purposes, the administrator can restore the course to a new temporary course for access and review.
- *Unlike system backups, course backups can be restored to a different operating system.* If the production server breaks down, a duplicate server running the same operating system may not be immediately available. WebCT course backups are upward version and cross-platform compatible. And if there is no local server available, the course can also be restored on a remote WebCT server, operated by WebCT or another institution.

SERVER SETTINGS

Server settings can be adjusted by clicking **Server Mgmt→ Settings** from the *WebCT Administrator* homepage. The following options are available:

SETTING	DESCRIPTION
Admin Email	Use this setting to designate an email address where users can reach you when they encounter error messages.
Mail	By selecting this option, you enable users to • forward their WebCT *Mail* to external email accounts • use *Quiz* and *Assignment* notification features • set up a login "hint" to help them if they forget their passwords (see *User Settings* on page 35) For UNIX machines, type the absolute path of `sendmail` in the text box. This path is *typically* `/user/sbin/sendmail`. For NT machines, type the name of your SMTP mail server in the text box.
Chat/Whiteboard	Use this setting to specify *Chat* and *Whiteboard* ports.

CHAPTER 7: MANAGING BOOKMARKS & ANNOUNCEMENTS

In WebCT 3.0, administrators can post Institutional Bookmarks and Announcements in ***myWebCT*** for all users on a single server. **Institutional Bookmarks** are links to websites, such as library and student organization homepages. **Announcements** are "news flashes" that can alert the user community to upcoming campus events, school closings, and server outages.

The Institutional Bookmarks that you add to WebCT appear in ***myWebCT*** for all users on a single server; Announcements, on the other hand, can be customized for particular courses. For detailed instructions, see the online Help for administrators by clicking the *Dr. C* icon in the *Communications* toolbar, which is located in the bottom frame of the WebCT window.

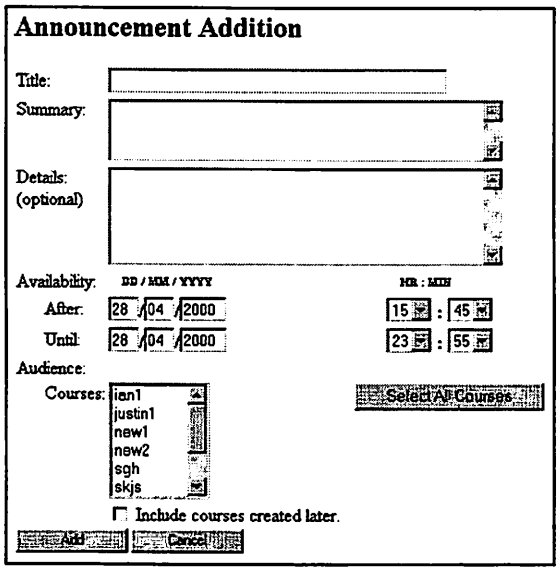
Note: only WebCT administrators can create, edit, and delete Announcements and Institutional Bookmarks in ***myWebCT***. Course designers, students, and teaching assistants have no control over these elements.

ANNOUNCEMENTS

To add, modify, or delete announcements for courses, click **Course Mgmt → Communications** from the *Admin* toolbar, then click **Announcements.**

To add an announcement, click **Add**. The *Announcement Addition* screen appears (see illustration below). To set a date and time to make the announcement available, type the information in the *Availability* section of the form.

To save the announcement, click **Add** at the bottom of the form. To send announcements to a select group of courses by pressing the **Ctrl** key (PC users) or Apple key (Mac users) and clicking on the courses you want to include in the group.



INSTITUTIONAL BOOKMARKS

To add, modify, or delete Bookmarks, click **Communications → Bookmarks** from the WebCT *Admin* toolbar.

Note: *Institutional Bookmarks* cannot be targeted to particular courses or categories. The bookmarks you set up appear for all courses on your server.

CHAPTER 8: CUSTOMIZING WEBCT

COLOR SCHEMES

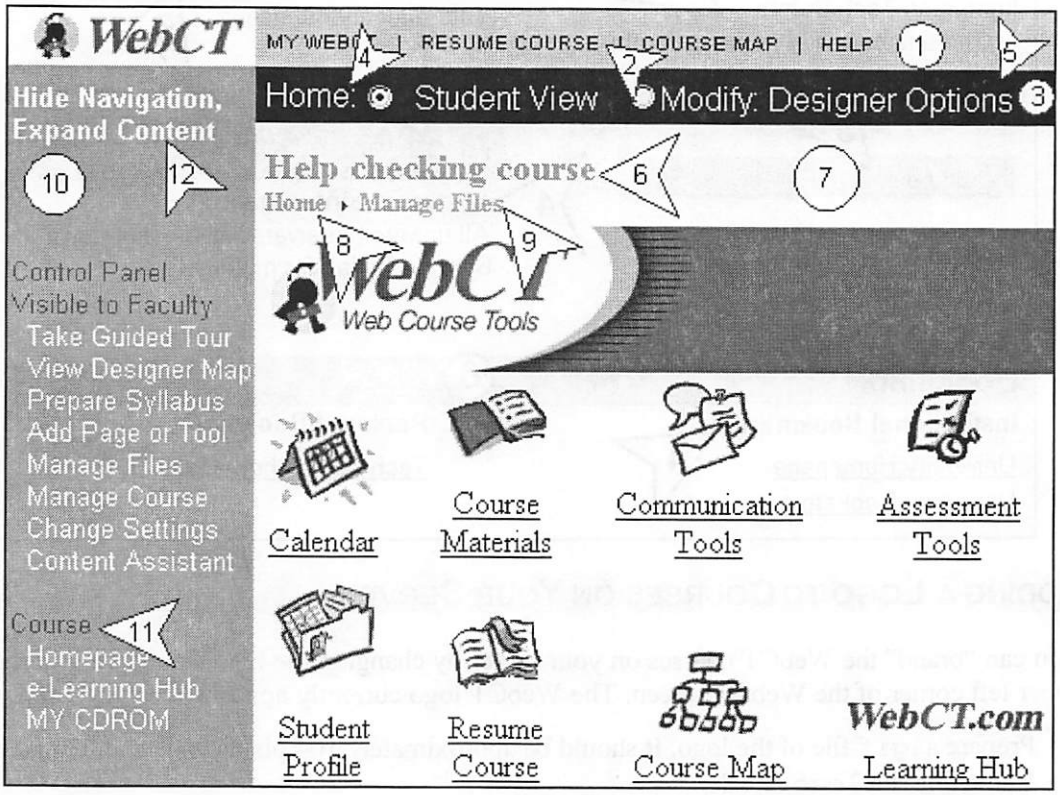
This feature allows you to set the default color scheme for ***myWebCT*** and all courses on your WebCT server. Note that designers can still change the color schemes for their own courses. You can limit the extent to which designers can customize the color of their courses in *Course Settings*. See page 26 for more information.

Course Color

When you click **Course Color**, the *Custom Color Scheme Editor* appears. To change the color of a particular feature on the WebCT screen, click on the color box and select the color of your choice. The illustration and key below will help you identify each feature on the WebCT screen.

Course Color Key

1. Top Row Background
2. Top Row Links
3. Bottom Row Background
4. Bottom Row Location
5. Bottom Row Toggle
6. Course Title
7. Breadcrumb Background
8. Breadcrumb Links
9. Current Location
10. Background
11. Headings
12. Links



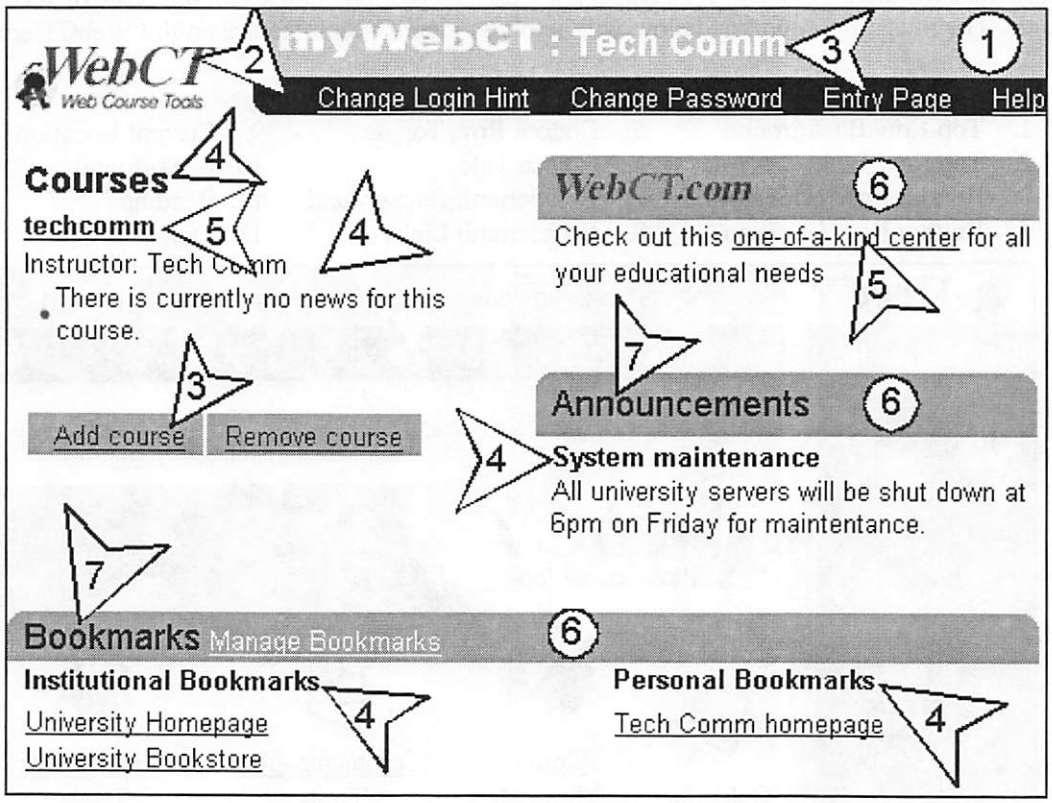
myWebCT Color

When you click ***myWebCT* Color**, the *myWebCT Color Scheme Editor* appears. Here you can choose one of five preset color schemes or customize your own color scheme.

To apply a preset color scheme, select the option button next to the color scheme you prefer.
To customize the ***myWebCT*** color scheme, select the bottom option button (labeled "custom"). Click on the color box for a screen element and select the color of your choice. The illustration and key below will help you identify each screen element in ***myWebCT***.

***myWebCT* Color Key**

1. Top Banner (upper part)
2. Top Banner (lower part)
3. Top Banner Text
4. Normal Text
5. Normal Link
6. Section Banner
7. Section Banner Text



ADDING A LOGO TO COURSES ON YOUR SERVER

You can "brand" the WebCT courses on your server by changing the logo that appears in the upper left corner of the WebCT screen. The WebCT logo currently appears in this position.

1. Prepare a `.gif` file of the logo. It should be approximately 104 pixels wide and 23 pixels tall. Name this file `logo.gif`
2. Copy logo.gif to <install_path>/webct/user/web-ct/img

APPENDIX 1: ADMIN PERL SCRIPTS

Below is a list of scripts found in the `admin` directory, along with a brief description of function and syntax. These scripts are executed through the command line.

SCRIPT	DESCRIPTION AND SYNTAX
`add_design.pl`	Creates a primary designer for a course. `./add_design.pl [link | create] WebCT_ID [course1...course2...courseN]` **Note**: if a WebCT ID does not already exist for the designer, use the *create* option to add it and it will be automatically linked to the courses as the primary designer. The course names are optional for the *create* option. If the designer already has a WebCT ID, then use the *link* option to link the WebCT ID to the course as the primary designer.
`backup_test.pl`	Examines a backup file for any files that will be excluded from a restore. Multiple files can be specified. `./backup_test.pl pathname1...pathname2...pathnameN` **Note**: the pathname is the full pathname , including the filename. If no pathname is specified, the script will look at all backup files in admin/backup.
`change_designer.pl`	Changes the primary designer from one global user to another. `./change_designer.pl course WebCT_ID`
`restore.pl`	Restores a course from a backup file. Multiple files can be specified. `./restore.pl filename1...filename2...filenameN` **Note**: only the filename(s) should be specified – not the pathname(s). The script will look for the file(s) in admin/backup.
`superuser.pl`	Adds shared access to every course. `./superuser.pl` **Note**: you will be prompted for the WebCT ID.
`taint_check.pl`	Finds files that don't conform to WebCT naming standards. You can also use this script to check your WebCT files in the event of an untaint error in your server log, for example. `./taint_check.pl [-i]` **Note**: if you specify `[-i]` you will be prompted for actions interactively, as `taint check` executes. For example, you will be given the option to delete a file.

APPENDIX 2: HOSTING E-PACKS IN WEBCT 3.0

This appendix is intended for WebCT administrators at schools that are hosting e-Learning Resource Packs (e-Packs).

The following terms are used throughout this document:

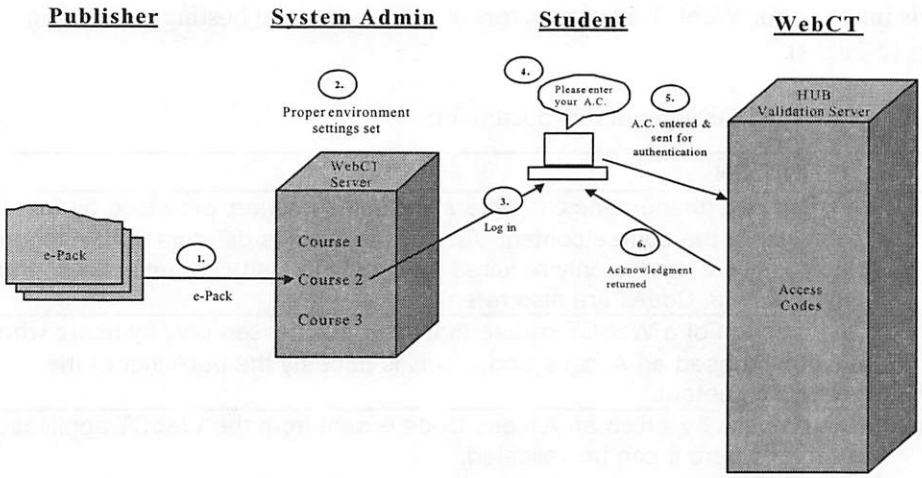
TERM	DEFINITION
Access Code	A string of alphanumeric characters, including dashes, produced by the publisher of the course content. An Access Code is different from a logon ID and password, and is only required the first time a student enters a course. **Note:** Access Codes are also referred to as PINs.
Access Code Protection	The creation of a WebCT course that can be accessed only by users who have purchased an Access Code. This is done by the publisher of the protected content.
Authentication	The process by which an Access Code is sent from the WebCT application to a server where it can be validated. **Note:** authentication is also referred to as validation.
e-Pack	The term used by WebCT for course content that requires an Access Code for entry.

HOW DOES ACCESS CODE PROTECTION WORK?

First, an e-Pack is created by one of WebCT's Content Partners. When an instructor adopts the e-Pack for use in a course, it is then made available on a WebCT server, which must be configured to enable authentication. A student who wants to enter the course must purchase an Access Code, either online from WebCT's e-Learning Hub, or by purchasing a textbook that includes a printed Access Code. The student registers in the course, and at the first logon is prompted to enter an Access Code. The Access Code is authenticated by WebCT's authentication server and the student is granted access. The student will not be required to enter the Access Code again. Faculty and teaching assistants are not required to purchase Access Codes and will automatically bypass the Access Code authentication process.

The illustration below depicts the Access Code Protection and Authentication processes.

ACCESS CODE PROTECTION/AUTHENTICATION



Your Role

As an administrator of a WebCT server that hosts an e-Pack, your role is to ensure that the Access Codes can be authenticated. This requires that you restore the e-Pack on the WebCT server at your school and configure the Publisher Environment Settings. Complete instructions are provided in Section Two. You may also be involved in troubleshooting if problems occur when students try to register their Access Codes. Section Three describes some common problems and their solutions.

ENABLING ACCESS CODE AUTHENTICATION

Enabling Access Code Authentication involves:

restoring the e-Pack on the WebCT server at your school
configuring the Publisher Environment Settings

Restoring an e-Pack

To restore an e-Pack:

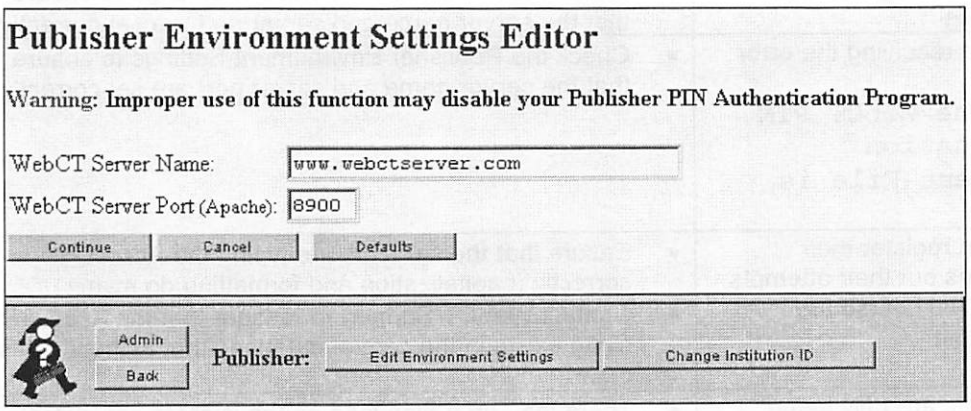
1. Copy the e-Pack into the following directory:

   `<install>/webct/webct/generic/admin/backup/`

2. If the directory does not exist, create it and then copy the e-Pack into it.
3. Go to the administrator's page for the WebCT server.
4. Click **Course Mgmt** and then click **Backups**.
5. Click **Restore** and then select the backup file to restore. Click **Continue**.
6. Choose your Course ID, and then click **Continue**. The restore procedure begins and a progress bar appears.

Configuring the Publisher Environment Settings

If the Publisher Environment Settings are not configured correctly, the scripts that perform Access Code authentication will not be located, and students will be unable to enter their Access Codes and gain access to the course. The illustration below shows the *Publisher Environment Settings Editor.*



To configure the Publisher Environment Settings:

1. Go to the administrator's page for the WebCT server.
2. Click **Server Management**. The *Server Management* screen appears.
3. Click **Publisher,** and then click **Edit Environment Settings**. The *Publisher Environment Settings Editor* screen appears.
4. In the *WebCT Server Name* text box, type the URL for the server that students will use to access the e-Pack. For example, if students access the e-Pack through the URL `http://www.yourserver.com:8900`, type `www.yourserver.com`.
5. In the *WebCT Server Port* text box, type the port number of the server that students use to access the e-Pack. For example, if the URL is `http://www.yourserver.com:8900`, type `8900`.
6. If no port number appears in the URL, type `80`. Click **Continue**.
7. **Note:** you can set the *Server Name* and *Server Port* to their default values by clicking *Defaults.* If you do select the default settings, and students have problems accessing the e-Pack, then you should review the *Publisher Environment Settings* and confirm that the server and the port that you have specified are those that students will use to access the e-Pack. For example, if you are using virtual hosting, the URL may differ from that of the physical machine that the server is running on.

TROUBLESHOOTING E-PACKS

The following table describes problems that a student may encounter when trying to enter an Access Code. Possible solutions are also described.

PROBLEM	SOLUTION
Students cannot register their Access Codes	• Check the Publisher Environment Settings to ensure that the server name and server port are set correctly
Students are receiving the error message: `Error: The WebCT PIN Authentication Environment File is Missing`	• Check the Publisher Environment Settings to ensure that the server name and server port are set correctly
Students can register their Access Codes but their attempts to access to the course are always rejected.	• Ensure that the students are typing the Access Code correctly (capitalization and formatting do matter) • Contact WebCT Support to ensure that the Access Code exists in the central database that authenticates them
Many students are only being issued temporary access to a course.	• There may be a high load on the WebCT server for the course or the central database that authenticates the Access Codes. Students should be given full access the next time they register their Access Code. • The location of the central database may not be set correctly for the course. Please contact WebCT Support if you suspect that this is the problem.
Students are asked to re-register Access Codes after previously having had access to the course.	• Students may have been given temporary access to the course because of high loads on the WebCT server and/or the central database that authenticates Access Codes. They should gain full access to the course the next time they register the Access Code. • If students cannot gain access to the course the next time they try, and the Access Code is valid and typed correctly, please contact WebCT Support.
In Guest Account Creation, students who haven't created their *myWebCT* are unable to create a guest account in an Access Code protected course.	1. Go to the administrator's page for the WebCT server. 2. Click **Settings**. 3. Under *User Settings*, ensure that the *Orphan User* and *Account Creation* are selected.

APPENDIX 3: FREQUENTLY ASKED QUESTIONS

ADMINISTRATOR FAQ

Do I need extra licenses to run more than one instance of WebCT?

WebCT offers multiple-server site licenses (same box or separate boxes). If you need a quote, or have any questions or concerns regarding orders or licensing, call WebCT Sales Support toll-free at 877-932-2863.

Can I run instances of WebCT 1.3.1 and WebCT 3.0 on the same machine?

Yes. With UNIX, you can run two or more of any version of WebCT by specifying different ports during installation. Once running, you will need to change the *Chat* and *Whiteboard* ports in one of the WebCT 3.0 installations to avoid conflict.

With Windows NT, you will have to rename the Apache service. See page 13 for instructions.

Some of our students are getting a message that says "This copy of WebCT is not valid" when they try to connect to the course. Our license is valid and we have not yet reached the maximum number of students licensed.

There are a number of reasons why this message might appear:

- You have too many students in the database. The WebCT license is calculated on a 24-hour cycle, so if, after the time of your last check, you added students to the database and violated the student count, but have since deleted other students and gone back under, it will take 24 hours for this to be updated. If the situation doesn't correct itself within 24 hours, and you know there aren't too many students, contact WebCT Support. If you have exceeded the maximum number of students licensed, contact your WebCT account manager to upgrade your license.
- Your IP or port number does not match up with the number supplied in the license. You can check on your IP and port numbers with the *License* tool. See *Your WebCT License* on page 38 to find out how to check your numbers.
- You are using a load balanced system, which is not recommended for use with WebCT. In such a situation, when a student enters a course, they might be served by the licensed node. On a subsequent access, they may get another machine serving WebCT, which will have a different IP and therefore an invalid license.

How can I hide a course?

To hide a course, place it within a hidden category. For example, you can call the hidden category "Hidden Courses." Instructors can still access the course via the home page URL, but students will not see the course in the Entry Page. **Note:** students WILL see the course in their ***myWebCT***.

For more information about categories, see page 25.

When I try to restore a WebCT 1.3 course on a 3.0 server, I get an error message stating "*Error: the specified file is the wrong format. The name of the file is class_May19.txt.wct.*"

This sometimes happens if you use Internet Explorer, which often adds a `.wct` extender to WebCT downloads. Try renaming your file from `Class_May19.txt.wct` to `Class_May19.txt`. Then upload the file and restore it.

My operating system came with its own Apache server. When I install WebCT, will I have two different versions of Apache running?

Yes. You can run as many servers as you like, as long as each server has its own port number. WebCT installs the Apache server in its own directory (`<install_dir>/webct/server/conf`) and does not overwrite the existing Apache server included with your operating system. With Windows NT, you will have to rename the Apache service when you install WebCT. See page 13 for instructions.

If you run the WebCT Apache server on the standard port 80, you should kill the OS server and reset its port to something else before starting the WebCT Apache server.

Can I run WebCT using my own Apache server?

Yes. Run your server pointing to our `httpd.conf` file, which is located in the installation directory:

```
<install_dir>/webct/server/conf
```

WebCT appears to be set up to work with Apache. Does WebCT work with other servers, such as Oreilly Website pro V2?

WebCT only works with Apache (UNIX and NT). It is not supported for any other web server, including Website Pro, Netscape servers, and IIS. There are specific hooks in WebCT to the Apache server.

The WebCT Apache server can co-exist with any other web server, as long as the ports are different. Many WebCT installations are running WebCT alongside their main college web server, which can be anything from another Apache server, to Netscape Enterprise, to Website Pro.

My institution installed a firewall, and now the Information Systems Office is making my life miserable. Which ports does WebCT use for *Chat, Whiteboard*, etc.?

The default WebCT ports are:

```
http: 8900
Chat: 4445
Whiteboard: 4567 (UDP) and 4568 (TCP)
```

My institution is upgrading to version 3.0. Will I have to recreate all of the courses that I created in the old version of WebCT?

No. When you restore 1.3.x courses or upgrade 2.x servers, the courses are automatically upgraded. **Note:** *Navigation Window* has been discontinued in version 3.0. If the course had this tool in it, a message will pop up when the user clicks the *Navigation Window* icon.

For details on upgrading, see page 6.

What is shared access?

Shared access allows two or more users to be designers in a course. The first designer that you assign to a course is the primary designer. Only the administrator and primary designer can add shared access designers to the course. In every other way, shared access designers have full control over the course.

For instructions on adding and deleting shared access designers, see page 34.

Is there anything the course designer can do if a student forgets his/her WebCT password? Or is this a job for the administrators?

The best way to prevent lost WebCT passwords is to enable the Logon Hint option in user settings (see page 36). This option lets users create a question that only they know the answer to. This question will help them identify themselves to WebCT in case they forget their password. The password is then reset and the user is notified of the new password.

A less desirable option is to allow designers to change student passwords. Select "Allow designer to change user passwords" in user settings. The designer can then change a password by entering the new password in *Manage Students*.

Our students are having problems connecting to WebCT through AOL.

There are some known issues surrounding AOL's browser and WebCT. However, with the recent release of AOL version 5.0, the issues have changed from a simple incompatibility with WebCT to some more serious PC related problems.

The best solution is to use another browser after logging on to the AOL account. Users need to have Netscape or IE installed on their computers. Do the following:

1. Log on to AOL
2. Shrink (not close) the AOL window.
3. Open Netscape
4. Enter the correct URL for your course.

PUBLISHER FAQ

What is an e-Pack? How do I get one?

An e-Learning Resource Packs (e-Packs) is a set of customizable online course materials developed and preformatted for use with WebCT by our publishing partners. You or WebCT designers at your institution may want to use these e-Packs, which can be previewed at http://www.webct.com – click on **Content Showcase**.

After viewing the demos and asking the pertinent questions of the publisher, a user may decide to adopt the course content. This agreement and the subsequent negotiation of cost and conditions are carried out entirely between the client and the publisher. Each publisher has a different procedure for providing the content to the WebCT designer or system administrator.

For details on hosting e-Packs, see page 49.

Is there a way to backup/restore the global database?

You can back up the global database by querying for all users and then downloading the query results. This comma-delimited file will contain information about what courses a user is in, as well as their user type. **This file will not contain password information.** This will not be a problem if you *merge* records during upload.

Is there a way, when setting up new WebCT courses, to automatically add a WebCT ID as a shared access designer in every course? Or would this have to be done manually in each new course?

Use the superuser.pl perl script (see Appendix 1: Admin Perl Scripts on page 48). Running this script from the command line will add an existing WebCT ID as a shared designer for every course. If you create any additional courses after running the script you will need to run it again to add the WebCT ID as a shared designer. **Note:** do not enter the ***myWebCT*** for this WebCT ID, particularly if your server has many courses. ***MyWebCT*** is not equipped to handle hundreds of courses in the course list. If you want to log on to a course as the superuser, go directly to the course URL.

As an administrator, why can't I delete a designer's WebCT ID? How am I supposed to change the designer for a course?

You cannot delete a designer's WebCT ID if he or she is the primary designer of a course. You can use a script to change the designer of the course, and then you can delete the old designer. See Changing the primary designer of a course on page 24 for instructions.

When a designer deletes students from the global database, the students names appear grayed out in the *Manage Students* area. What does that mean, and how can we get rid of that students for good?

This is a safety mechanism to prevent the administrator from deleting student records that the designer still needs. Students whose names appear gray in Manage Students cannot get into the course, but the designer can still view the students' records. Once the records are no longer needed, the designer can delete the students from the course, which wipes out all trace of the students.

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